

**IN THE SUPERIOR COURT OF THE STATE OF ARIZONA
IN AND FOR THE COUNTY OF MARICOPA**

IN THE MATTER OF THE)	
RISK MANAGEMENT PLAN FOR THE)	ADMINISTRATIVE ORDER
JUDICIAL BRANCH IN MARICOPA COUNTY)	NO. 2004-035
_____)	

Pursuant to A.R.S. §41-623, as amended, and Rules R2-10-205 through R2-10-207 of the Arizona State Risk Management rules,

WHEREAS, the Judicial Branch in Maricopa County has previously adopted a Risk Management policy and loss prevention plan applicable to all court employees, and

WHEREAS, the Judicial Branch has recently undergone organizational changes as part of a restructuring plan for the court's departments, and

WHEREAS, the Risk Management Plan for the Judicial Branch in Maricopa County has been amended to account for the recent organizational changes, therefore

IT IS ORDERED approving and adopting the revised Risk Management Plan and Loss Prevention Program for the Judicial Branch in Maricopa County, Arizona. The plan will cover the employees of the Superior Court, Justice Courts, Adult and Juvenile Probation Departments. The employees of the Office of the Clerk of Court will continue to be covered by the separate plan adopted by the Clerk of Court.

Effective as of March 2, 2004

Colin F. Campbell
Presiding Judge

Original: Clerk of the Superior Court

Copies: Marcus Reinkensmeyer, Trial Courts Administrator
Barbara Broderick, Chief Adult Probation Officer
Cherie Townsend, Chief Juvenile Probation Officer
Brian Karth, Limited Jurisdiction Courts Administrator
Betty Adams, Administrative Services Director
Pete Anderson, DCA, Admin. Services

**JUDICIAL BRANCH OF ARIZONA
IN MARICOPA COUNTY**

P R E V E N T I O N

LOSS PREVENTION PROGRAM

S A F E T Y

S E C U R I T Y

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INTRODUCTION

The Court's Loss Prevention Program reflects a longstanding recognition of the benefit of integrating prevention and safety policies into all aspects of Court operations and business. The Court's program was developed through a process that valued the following features:

- Written statement of management's commitment to security and safety;
- Written guidelines identifying specific security and safety functions;
- Assessment of distinct security needs for judicial officers and court personnel;
- Education and on-going training of all employees in security awareness and responsibility;
- Coordination with local law enforcement agencies and awareness of shared and separate responsibilities;
- Development of a reporting and investigation process to assess security risk areas, identify deficiencies, and take corrective action;
- Development of an efficient maintenance program with an emphasis on preventive maintenance;
- Timely and thorough reporting and investigation of accidents and incidents;
- Protection and preservation of property including buildings, supplies, records, and equipment.

The Court's risk management program was also developed in compliance with A.R.S. § 41-623, its implementing Administrative Rule, R2-10-205, and directives from the Administrative Office of the Courts. These authorities have specified in many respects the manner in which the Court was to develop and implement a loss prevention program.

The broad goals of the loss prevention program are to:

- Provide adequate security for all those working in or having business in the Court
- Provide for the safety of all those working in or utilizing Court services
- Minimize damage or loss to property
- Minimize third-party liabilities
- Have ongoing risk management and court security education and training for employees

- Establish means to review and report the effectiveness of risk management and court security programs in the Court.

The Court's loss prevention program is implemented in many ways through the use of technological advancements in surveillance, video, monitoring, alarm, and screening and detection systems. Communication, an important element in the loss prevention program, is often conducted via the use of electronic mail, which provides prompt and efficient delivery of information covering a wide range of loss prevention features. This includes the wide dissemination of information on training and education courses, notifications of security issues, and the means to report accident and incident information to the appropriate personnel.

A number of the loss prevention program elements required by regulation are covered by Maricopa County, including building maintenance, environmental protection, motor fleet safety, and fire protection. Also, the County government collaboratively provides loss prevention functions in the areas of noise assessment and abatement, lighting, space, ergonomic testing and training, and building air quality. By agreement with the Maricopa County Board of Supervisors, many of the Maricopa County policies are applicable to the Court.

The Court's plan recognizes the need to serve the varied and unique safety and security needs of the people who work for the Court, of those who visit the Court, and of those who are required to come to the Court.

I. COURT LOSS PREVENTION PROGRAM POLICY

The Court has issued a policy statement expressing commitment to prevent and control losses. It solicits the support of agency personnel to achieve the goals and objectives of the loss prevention program. A copy of the policy memorandum is on the following page.

TRIAL COURTS OF MARICOPA COUNTY

Section: _____ Page <u>1</u> of <u>1</u> Attachments Subject: JUDICIAL BRANCH LOSS PREVENTION PROGRAM <hr/> Policy <u> X </u> Procedure <u> X </u> Information _____ Policy Authority: <u>Presiding Judge</u>	Original Date <u>9/1/02</u> New _____ Addl Revision <u> x </u> Date <u>1/04</u> Related Sections Authorized Signatures
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The Judicial Branch of Arizona in Maricopa County is committed to providing a safe work environment for all employees and members of the public it serves. The fundamental goal of the loss prevention program is to minimize loss, and the risk of loss, in order to successfully carry out the functions and services for which the Judicial Branch is responsible. Safety for all who work and conduct business here is of paramount importance and Court Administration supports the safety and health programs throughout the Court system.

To achieve the goal of providing a safe work and business environment, it is important that all employees support the loss prevention program. The Judicial Branch has developed loss prevention policies and guidelines to help meet the goal of providing a safe work and business environment. It is important for each employee to know what these policies are and how they apply to and affect the work in the department. Compliance with these safety policies will promote the goal of maintaining a safe work and business environment – for both people and property. Moreover, these policies are designed to minimize financial loss to the Court, its employees, and the people it serves.

The Court has formed a Loss Prevention Committee to monitor the effectiveness of the loss prevention program. The Committee will keep Court Administration informed of the program's effectiveness by monitoring accident and injury occurrences and trends, and by assessing compliance with the program's requirements. Court employees are encouraged to make recommendations for improvements or enhancements to the program. Contact the Court's agency loss prevention coordinator or any member of the Court's Loss Prevention Committee for making suggestions for improving safety in the department.

See R2-10-206(A) and R2-10-207(1)

II. COURT LOSS PREVENTION COORDINATOR

The Administrative Services Director for the Trial Courts (or designee) serves as the Court's loss prevention coordinator. The Loss Prevention Coordinator is responsible for conducting and coordinating the Court's loss prevention program and is the chairman of the Court's loss prevention committee. The loss prevention coordinator reports to the Trial Courts Administrator on matters pertaining to administration of the loss prevention program and safety within the Court.

III. COURT LOSS PREVENTION COMMITTEE

The Court has established a loss prevention committee to develop and implement the Court's loss prevention program. The committee consists of management level personnel representing the Court's major divisions, including functional and geographical divisions.

The criteria for participation on the committee and guidelines for committee action are on the following page.

The committee will be responsible for administering items under the plan, such as:

- Evaluate Court processes and procedures to determine applicability of Occupational Safety and Health (OSHA), Environmental Protection Agency (EPA), and National Fire Protection Association (NFPA) mandate requirements.
- Monitor Court loss experience for workers' compensation injuries, property damage, environmental claims, third party liability claims and vehicle accidents to identify trends and make recommendations to the Presiding Judge to prevent recurrence of similar claims.
- Provide technical assistance and information to employees and supervisors related to state and federal safety and health mandates.
- Identify safety and health training needs for staff, and direct training for supervisors and employees by the Court's training staff.
- Review information on current loss trends; make recommendations on all matters pertaining to loss prevention issues within the Judicial Branch.

Court Loss Prevention Committee

Criteria and Guidelines

1. The committee meets regularly and at least annually. An agenda is published in advance of the meeting.
2. The committee is charged with reviewing loss claims (injury reports, vehicle accidents, property loss, third party liability claims, etc.) and reviewing actions taken to prevent recurrence.

Committee Actions

1. Establish Court-specific loss prevention goals and benchmarks to measure the success of the program.
2. Review the results of the internal inspections to ensure that timely and adequate actions are taken on identified hazards.

Membership on Loss Prevention Committee

1. Loss Prevention Coordinator (chair of committee)
2. Representative designated by Trial Courts Administrator
3. Representative designated by Limited Jurisdiction Administrator
4. Representative designated by Chief Adult Probation Officer
5. Representative designated by Chief Juvenile Probation Officer
6. Court Human Resources Director
7. Court Security Director

The Court Loss Prevention Committee works closely with the Maricopa County Risk Management Department. Collaboration takes the form of management team meetings, joint loss prevention planning and evaluation, and record-keeping functions.

The Maricopa County Risk Management/Safety Office has identified the following loss prevention goals:

- Reduce risk exposures to Maricopa County through a proactive approach in loss prevention methods;
- Establish a plan of action with a goal of reducing cost of risk.

Recommendations of the County's Risk Management/Safety Office include:

- Evaluation and accountability – Recommendations:
 - Develop system to measure loss prevention as a performance measurement
 - Develop loss prevention strategy in all departmental strategic plans
 - Departments include safety and loss prevention language into their departmental strategic plans
 - Develop a reporting process to measure departmental performance
- Coordination of services – Recommendations:
 - Support early return to work strategy to liaison with all departments
 - Increase safety office visibility through planned safety audits, inspections and evaluations.
- Communication between departments – Recommendations:
 - Benchmark with other like counties on loss prevention measurements
 - Add a module to the employee satisfaction survey regarding departmental safety and loss prevention
 - Use the EBC to reach employees regarding loss prevention efforts.
- Training and education – Recommendations
 - Develop loss prevention training for each level of management and supervision
 - Manager education in loss prevention
 - Supervisor education

IV. COURT EMPLOYEE TRAINING PROGRAM AND DOCUMENTATION

The Court's employee training program consists of a variety of new employee and continuous in-service training programs that have been developed to instruct employees and supervisors with knowledge and skill regarding property protection, liability exposures, workplace safety, and responding to emergencies.

The education and training program of the Court encompasses new employee orientation, job specific training programs, refresher training programs, and special interest training.

New Employee Training

The Human Resources Department of the Court conducts *New Employee Orientation* on a monthly basis. In addition, each Court department conducts its own *New Employee Orientation*. Each employee is presented with an overview of the Court's policies and procedures, operations, and safety guidelines, and is provided with a packet of information detailing these topics.

The Orientation packet provided to new employees at time of sign-in contains the following information and materials:

- Orientation Agenda (Welcome, Overview of Court Operations, Customer Service, Sexual Harassment – EEO, ADA, FMLA), Compensation, Security, Training – CO-JET requirements, Deferred Compensation)
- Human Resources Directory and Contact List
- Overview of Judicial Merit Rules, Code of Ethics, Administrative Rules
- Compensation Overview
- Merit Selection Overview, Relationship with Maricopa County Human Resources
- Medical Leave Act and Americans with Disabilities Act Overview
- E-mail security standards
- Court policy P-304A – Sexual Harassment
- Court policy C-111B – Electronic Communications
- Court policy P-304G – Code of Ethics for Court Staff
- Court policy P-304D – Substance Abuse Testing of Current Employees
- Court policy C-108E – Floor Wardens

- Court policy P-305F – Dress Code
- Court policy P-305D – Work Hours, Holidays, Vacation and Sick Leave Procedures
- Court Security Memo – Security Badge Display
- Court Security Bulletin
- Court Employee Emergency Procedures for Panic Buttons, Medical Emergency, Fire Alarms, Evacuation, Lock-down, Bomb Threats
- Directory of Emergency Telephone Numbers
- Judicial Merit Rules for Adult Probation, Justice Court, Juvenile Probation, and Superior Court

Continuous Training

The Court has developed and implemented a number of policies regarding the on-going training of all Court personnel. Its philosophy of continuing education is supported by the Arizona Supreme Court, mandated by Administrative Order 87-4, and embodied in Court Policy P-303 C. The policy states:

Full-time, permanent Judges, Commissioners, and Court personnel must comply each reporting year (January 1 – December 31) with the minimum allowable training credits. The number of training credits required for part-time employees is pro-rated according to the number of hours worked per week.

Full-time staff – 16 mandated hours (up to 8 faculty/up to 8 independent)

Part-time staff – 8 mandated hours (up to 4 faculty/up to 4 independent)

The Court offers a variety of training courses through written and email notification to all employees. In addition, Court employees may meet their annual training requirements by teaching a course, by independent learning, by enrollment in college level course, or by independent study.

Management and Supervisor Training

The Court requires all management and supervisory staff employees to attend Sexual Harassment training on an annual basis. Yearly training is also required for Ethics pursuant to Supreme Court Administrative Order #93-59 and Superior Court Administrative Order P-304-G.

The Court Human Resources Department is responsible for assisting managers and supervisors regarding employee training and safety-related issues. Human Resources relies on a Human Relations Specialist, who is law-trained, and who attends conferences to keep up-to-date with trends and legal issues. Each Court department also has its own employee-relations specialist to focus on the needs of each particular department.

Court managers and supervisors work with the employee-relations specialists with respect to disciplinary issues.

Job-Specific Training

Court reporters receive annual training on the prevention of cumulative trauma disorders pursuant to Court Policy P-302. This is in keeping with the Court's policy "to assure a safe working environment for the Court Reporters while they are working with the courthouse. The identified health risks to Court reporters include cumulative trauma disorders (CTD), such as Carpal Tunnel Syndrome (CTS). It is the Court's policy to act so as to reduce the risks of CTS and other CTDs to Court Reporters".

Floor Wardens are appointed for each floor or area of responsibility in every building of a court facility to provide "(a) for the safe and efficient evacuation of court facilities by promptly attending to stations and making required inspections and (b) for an orderly and calm evacuation by providing leadership and assistance as necessary...." Training of floor wardens is provided by the Court Security Department".

The Court has developed and implemented a number of policies that require the training of Court personnel with respect to specific safety issues. These policies deal with issues such as: American Disability Act (Reasonable Accommodations, ADA grievance procedure for Court employees, Real-time reporting for the disabled in court proceedings) (P-304); Discrimination (P-304-K); Drug free workplace requirements (P-304-E); Smoking (P-304-B) Personal Litigation of Court employees (P-304-J); HIV-related issues (P-304-C); Substance Abuse Testing (P-304-D).

In addition the Court is required to comply with OSHA's Hazard Communication Standard, codified in 29 CFR 1910 and the Bloodborne Pathogens Standard, codified as §1910.1030. In compliance with these standards the Court has established a training program to fully meet the OSHA standards. This compliance is embodied in and implemented through P-303-F.

Court security officers receive job-specific training covering many aspects of Court and personnel security. The manual for Court security officers contains materials and policies covering the following topics:

- Annual in-service and training requirements
- Sexual harassment – description and policy
- Radio communications – protocol, etiquette, and codes
- Internal affairs – complaints lodged against staff
- Employee communications
- Identification cards – display, presentation, bypass privilege
- Equipment procedures – use of x-ray screening equipment and magnetometers
- Security screening – bag search procedures
- Potential weapons – list of prohibited items
- Abandoned property – safekeeping procedures
- Retained property – receiving and safeguarding property
- Court firearm policy – firearms prohibited at facility
- Emergency procedures – fire, medical, and bomb threats
- Emergency procedures – building evacuation
- Panic buttons – response and procedures for alarms received
- Building door alarms – response and procedures for alarms received
- Chemical/Biological toxins – response to threats and incidents; mailroom procedures
- Notice of hazardous conditions – documentation of fire, safety, and security deficiencies and conditions
- Facility maintenance – trouble call procedures observed and reported
- Delivery policy – deliveries to court buildings and facilities
- Court exhibits – handling and examining exhibits at screening stations
- After-hours access – access into buildings and facilities after hours
- File retrieval – removing files from judicial areas
- Access to court divisions – unlocking/entering divisions when closed
- Threats against court officers and staff – procedure and reporting responsibility
- Physical Force – disorderly persons, use of restraints and chemical agents

- Security equipment – proper use, storage, training of/with security equipment
- Information Pass-On book – use of red pass-on information book
- Media, cameras, and recording devices – prohibition of recording devices into court facilities except by media
- Emergency Evacuation procedures for court facilities including:
 - Downtown (West Court Building, East Court Building, Central Court Building, Old Court House)
 - Durango Juvenile Court
 - Juvenile Probation Administration Building
 - Southeast Justice Complex – Mesa
 - Southeast Justice Complex – Juvenile Court Building

Adult and Juvenile Probation Departments also receive job-specific training.

Training Documentation and Record-keeping

According to Court policy, all employees are required to submit documentation of completion of new employee orientation, and annual training requirements for continuing employees. The Court Training Office maintains training records. Reports maintained by the Training Office are issued to the Presiding Judge, Court Administrator, and Supervisors on a quarterly basis. The quarterly reports document employee training compliance status, including training attended, credits accrued, and dates of activities.

V. EMERGENCY ACTION PLAN

The Court's Emergency Action Plan consists of several components that establish procedures to be followed in the event of a serious injury, fire, or other emergency. The Court Security Department has developed Emergency Plans for each of the facilities in which the Court operates. The Plans serve to provide personnel with the information, equipment, and training needed to respond to emergencies that may arise in the workplace.

"Emergencies" are defined in the Court Operation Security Plan as "An unforeseen, sudden event that calls for immediate extraordinary action to protect human safety and/or public property." Examples include: fire, bomb threat, hostage situation, flood, civil riot or commotion, shooting or sniper situation, earthquake, chemical/biological/radiological incident, armed robbery, man-made disaster, medical emergency, and courtroom or building seizure. Procedures for each type of emergency are set forth in the Operational Security Plan and include responsibilities for: reporting, specified duties of the emergency response team.

The purpose of the Court's *Emergency & Evacuation Manual* is "to provide a standard ... for orderly evacuation of the Superior Court buildings in the event of fire or other emergency. To effectuate this, the Plan is designed to inform and assist all occupants of the Court facility in emergency procedures. All court staff, floor wardens, assistant and alternate wardens, and floor sweep personnel constitute an "Evacuation Team". Team members are required to read the emergency plan and be familiar with its contents.

The Court Security Department distributes copies of the evacuation plan to employees at the Court's Southeast complex, Downtown complex, and Old Courthouse. Coordination with appropriate public safety authorities is part of the plan and provides for fire drills at the court complexes at least once every sixth months.

Each court division and department is responsible for designating a member of its staff to be trained in emergency evacuation procedures of the plan. Floor wardens are appointed for each Court division or department and are responsible for taking charge in emergency situations, directing employees and members of the general public, and yielding authority, when appropriate, to Court Security, Sheriff, and fire officials. It is the responsibility of the floor warden to ensure that their department and division evacuation team members are trained and familiar with the areas they are responsible for.

The Plan also provides for the designation of a Floor Sweep Team. Staff members from each division or department on a particular floor are responsible to see that all offices, restrooms, and courtrooms are cleared of occupants and

that occupants are proceeding as directed by floor wardens, and where appropriate, as directed by Court Security, sheriff, police, or fire officials.

Preparation and training requirements are set forth in the plan so that each member of the Evacuation Team knows what is required in an emergency situation. Team members are required to:

- Study and be familiar with evacuation procedures
- Locate a copy of the Court Employee Emergency Procedures Manual at each employee duty station
- Study and know emergency exit routes (floor wardens are to know locations of fire alarm boxes, exit stairways, and communication equipment)
- Know the amount and type of assistance required by any and all mobility-impaired persons in the area of responsibility
- Periodically check for hazards or blockages of evacuation routes and report to Court Security
- Check that exit signs and arrow indicators are clearly visible from every major corridor
- Check to see that simplified exit maps are prominently displayed

In addition to outlining general evacuation procedures, the Emergency Plan also outlines specific responses and responsibilities for handling fires, emergency lock-down/lock-ins, bomb threats, panic button alarms, medical emergencies, electrical power failures, and catastrophic events (i.e., earthquake, weather-related events).

FIRE

The Plan includes description of the alarm system, which is activated by: sprinkler flow, tamper switch, smoke detector, and pull station. Responsibilities of employees, floor wardens, court security personnel and operations and maintenance division personnel are outlined, as are specific evacuation procedures.

Fire drills are conducted as necessary to assist personnel to become familiar with the overall evacuation plan, routes of exit, and assembly areas, and to help identify any aspects of the plan that can be improved upon. These drills are conducted at least once every six months.

Detailed measures are also outlined for procedures to assist mobility-impaired persons, including employees and members of the public present in the building. The Security Department maintains lists of employees (name, work location, and phone number) who need assistance during facility evacuations.

A “9-1-1” procedure is outlined and directs employees and floor wardens with detailed responsibilities.

EMERGENCY LOCK-DOWN/LOCK-IN

The Plan recognizes that there are some emergency situations in which a lock-down/lock-in response is safer than evacuation. The steps to be followed in a lock-down/lock-in procedure, including designated responsibilities are outlined.

BOMB THREATS

Specific “code” responses are detailed for bomb threats made by callers, by letter, by package, and in-person. Notification, location, search, suspect identity, and evacuation procedures are specified.

PANIC/DURESS BUTTONS

Procedures for activation of a silent alarm system are in place for emergency situations in which there is a danger or threat of danger to persons or property in the Central Court Complex. Panic buttons are not to be used for fire or medical emergencies, but are available to indicate that “staff is experiencing a significant violent or potentially violent” situation.

The plan specifies the location of panic alarms, the indications for its use, and the procedure for its use.

MEDICAL

The Court Security Department is prepared to render assistance in medical emergencies to the extent that security personnel are capable. Court security staff will be responsible for coordinating requests for medical assistance and for documenting the times of pertinent events.

Procedures for notification of emergency medical services and for conducting emergency medical services personnel to those in need of assistance are outlined.

Court security personnel are required to complete an “incident report” for any reported medical emergency. Procedures for notification of Court risk management are set forth in the event that Court property or conditions could or did give rise to possible liability.

CATASTROPHIC EVENTS

The Court Security Department, in coordination with the Sheriff's Department has developed plans for responding to catastrophic events such as earthquake or weather-related events. The plans include assignment of responsibilities for assessments, notification, evacuation, and medical assistance.

ELECTRICAL POWER FAILURE

An outline for procedures to be followed in the event of an electrical power outage is set forth.

The emergency plans for each Court complex include floor plan diagrams for each floor. The diagrams show the locations of fire alarm pull stations, locations of fire extinguishers, designations of floor space, and elevator and stairway locations.

The Court's Operational Security Plan also contains a section dealing with Emergencies. The document sets forth the components of the overall Plan, its purpose, scope, concept of operations, definitions, command-control-communications, plan exercise, training, emergency response team member identification, and provisions for evacuation of the physically handicapped.

As part of the Operational Security Plan, the following documents and procedures have been developed:

- Emergency Procedures – Fire
- Emergency Procedures – Telephone Bomb Threat or Suspected Mail Bomb
- Emergency Procedures – Hostage/Armed Robbery/Courtroom or Building Seizure/Shooting/Sniper
- Emergency Procedures – Natural/Civil Disaster
- Emergency Procedures – Radiological/Biological/Chemical Incident
- Emergency Procedures – Medical Emergency
- "Sample" Emergency Evacuation Procedures for Public Services

Attached to the Operational Security Plan are documents entitled:

- Emergency Closure of Court Checklist
- Notice
- Bomb Threat Phone Report
- Floor Plan
- Evacuation Routes
- Emergency Response Team
- Command and Control Team

- Emergency Control Centers
- Court Evacuation Assembly Areas
- Reference Guide for Emergency Services

VI. SCHEDULED SAFETY INSPECTIONS

The Court's Safety Inspection Program consists of several different types of evaluations and assessment processes. The purpose of the inspections is to identify potential hazards, risks, and liabilities, and to evaluate the effectiveness of safety and risk management procedures.

The inspections process is conducted at a number of levels. The scheduling of inspections varies according to the function and type of inspection. The following inspections are regularly scheduled:

- Physical plant inspections
- Emergency procedure and evacuation plans and equipment inspections
- Floor warden inspections
- General Administrative Office safety inspections
- Maintenance inspections

Inspection procedures involve the use of various court personnel, including representatives from Court Security, and are also coordinated and conducted with Maricopa County Risk Management personnel in connection with ownership by Maricopa County of the building out of which the Court operates.

VII. PROCEDURES FOR REPORTING ACCIDENTS AND INCIDENTS

The Judicial Branch has developed and implemented procedures for reporting on incidents and accidents – including the methods used to investigate, report, analyze, and establish corrective action. The purpose of investigation and reporting is to gather pertinent information, determine the causes of accidents and incidents, and to develop and institute corrective measures if indicated. The hallmarks of sound reporting procedures are those that result in timely and accurate reporting.

Reporting procedures vary according to the type of accident and incident involved. The Court Security Department has developed reporting procedures for the following types of incidents and accidents:

- Property damage
- Physical injury to a third party
- Threats Against Court Officers and Staff

VIII. FIRE PROTECTION PROGRAM

The Court's Fire Protection Plan is a component of both the Court's *Operational Security Plan* and the Court Security Department's *Building Emergency & Evacuation Plans*. The Court's Court Security Director is responsible for development and implementation of the Fire Protection Program.

Fire Prevention

Fire prevention and safety are key aspects of the Fire Protection Program. The Court Security Department employs a "floor warden" concept to ensure monitoring and inspection of every floor of each court facility. It is the responsibility of the floor warden to study and know the Employee Emergency Procedures for fire safety and evacuation. Floor wardens are charged with the responsibility to:

- Inspect exit signs and arrows to be sure they are clearly visible from every major corridor
- Be sure that simplified maps showing evacuation routes are prominently displayed.
- Know the locations of alarm boxes, stairway exits, fire extinguishers, and hose cabinets
- Check for any hazards or blockages of evacuation routes
- Report any concerns about fire safety and prevention to Court Security

Fire Alarms

The Court's fire alarm system may be activated in any of four ways:

- Sprinkler flow – water is emitted from the sprinkler system and will activate the fire alarm system.
- Tamper switch – will indicate that the sprinkler water control valve is partially or completely shut off and will activate the alarm system whenever the control valve is turned toward the "off" position
- Smoke detector – will activate whenever heat or smoke is detected; false alarms may be triggered by fumes or dust
- Pull station – this is a manually activated alarm requiring the action of someone "pulling" a lever

Court operations, court security, and maintenance division personnel are expected to be familiar with the locations of all pull stations, fire hoses, and fire extinguishers throughout the court buildings. Fire control panels are located

throughout the court facilities and operations, security, and maintenance division personnel are also required to know the location and operation of such panels.

Alarm Response

When an alarm or telephone call is received indicating a possible fire, the Security, Operations, and Maintenance Division personnel assume responsibilities based upon the Fire protection program directives.

Evacuation Procedures

When a decision to evacuate is indicated, the first decision will be to assess whether total evacuation is necessary. In some instances, the fire floor and the floors immediately below and above the fire floor need to be evacuated. When total evacuation is deemed necessary and prudent, orderly evacuation will be ordered beginning with the floor above the fire floor.

The Court Security Director, or designee will determine:

- The floors to be evacuated
- The order of evacuation
- The evacuation route based on existing hazards
- The designated evacuation assembly area
- Whether evacuation is not possible due to blockage of escape routes

In the event that evacuation of an area is not possible due to blockage of escape routes by fire or thick smoke, the following instructions are given:

- Direct personnel to move as far away from fire or smoke as possible
- Advise the fire department of the exact location
- Instruct individuals to stuff clothing or other materials around ducts and door cracks to help prevent the spread of smoke and fire into their area
- Instruct individuals to place some form of signal in a window to indicate their exact locations
- Instruct individuals not to break the glass because of the potential to draw smoke into their area

Drills

Drills are conducted by the Court Security Department to help assure that personnel are familiar with the fire plan, routes of exit, and assembly areas.

Drills are conducted as often as deemed necessary by the Court Security Director, but no less than every six months.

Employee Education and Responsibility

At the time of orientation, each new employee is provided with a pamphlet entitled *Superior Court Employee Emergency Procedures*. It includes a list of instructions for “F I R E” and directs employees as follows:

1. In case of fire, pull fire alarm and call 9-911
2. Evacuation procedures;
 - Walk to the nearest stairway
 - Do not use elevators
 - Assist mobility impaired occupants to fire stairwells
 - Floor wardens report to security to assist with evacuation of mobility impaired occupants
 - Close all doors and windows before leaving
 - Proceed to predetermined meeting points at least 200 feet from a building entrance
 - Floor wardens report the status of their areas to security and fire officials upon arrival at ground level
 - Report any missing persons

The Court Security Plan includes the development of checklists to be used in the event of a fire emergency. These checklists help to ensure compliance with pre-determined procedures and help to minimize omissions in following safety procedures.

IX. PERSONAL SECURITY OF EMPLOYEES

Taking steps to protect the personal security of employees is a high Court priority. The Court has its own Security Department, which is responsible for implementing and overseeing all aspects of court security. Court security planning emphasizes awareness, prevention, containment, and control. The ultimate goal of court security is the protection of life and property, and the preservation of the judicial process.

Court Administration has developed a number of specific policies directed at protecting employees, members of the public who use court facilities, property, and the continuation of judicial processes.

Security Policies

- The Court, through its Security Department, issues security badges to all court employees, county employees, and members of the media. It is required that the security badges be worn or carried at all times. The badges are used to control workday and weekend access. The Security Department also issues *access cards* to those employees who have authorization from a supervisor or manager or department head. (See C-108-A)
- Keys are issued to court personnel by the Security Department. They are issued to employees only with written authorization from supervisors, managers, and judicial officers. (See C-108-A)
- Weapons are prohibited in court facilities beyond the secured portions of the court complex, except those carried by deputies while on official duty. In conjunction with the prohibition of weapons in the court complex, space has been designated for weapons storage. (See C-108-A (4))
- Upon discovery that a theft has occurred, a judge or staff member is required to immediately notify the Court Security Coordinator in writing. The notification is to include specific information about the circumstances of the loss. The Security Coordinator then contacts the Sheriff's Department with a formal report. A log is kept of all reported theft incidents. (See C-108-A)
- Court policy requires personnel to lock empty offices and courtrooms at all times during non-business hours. (See C-108-A)
- In 1995, in response to security concerns of judicial officers, the Court adopted a security enhancement policy. This resulted in the relocation of security screening stations in the downtown complex, the East Court Building, the Old Courthouse, the Durango facility, the Juvenile facility, the Southeast complex, and the Southeast Juvenile building. It also resulted in the

installation of electronic locking devices and increased use of security guard personnel. (See C-108-C)

- The Court has a security by-pass procedure that permits authorized personnel to enter a court secured area without a security examination. Eligible authorized personnel include Court employees who are on Court premises in the official performance of their duties. The Court has developed a list of personnel from other courts, agencies, and justice-related departments that are eligible for security bypass privileges. (See C-108-D)
- The Court Security Department has developed and implemented a “floor warden” function whereby individuals from specified job classifications (bailiff, bailiff/law clerk, law researcher, court information processor II, and court information processor III, or comparable) are designated for each facility floor, or equivalent, to be responsible for “taking charge, directing employees and the general public, and yielding authority, when appropriate, to court security and fire officials”. In addition, floor wardens are responsible for the oversight and coordination of appropriate emergency procedures, including building evacuation, medical assistance, and public panic control. According to policy, the appointment of floor wardens and compliance with fire drills will be integrated with the occupied structure’s fire plan. Those persons who are designated as floor wardens are provided with training classes through the Security and Training departments to ensure their ability to carry out actual emergency procedures. (See C-108-E)

The buildings which house the Superior Court, Juvenile Court, Justice Courts, Clerk of Court and Adult Probation are public facilities, owned by Maricopa County, whose Facilities Management Department takes responsibility for many aspects of facility-related security. The Court Security Coordinator serves as a liaison between the Court and the County Facilities Management Department.

The court facilities are equipped with security and alarm systems, security patrols, security and emergency lighting and surveillance equipment.

X. ENVIRONMENTAL PROTECTION PROGRAM

The Court defers to and relies on the County for procedures that constitute an Environmental Protection Program.

XI. INDUSTRIAL HYGIENE PROGRAM

The Court defers to and relies on the County for significant aspects of industrial hygiene procedures and policies.

The Court has administrative policies in effect on the following topics:

P-303 D - Carpal Tunnel Syndrome Training

This policy describes carpal tunnel syndrome, its potential impact on court reporters, and mandates annual training requirements

P-303 F - OSHA Standards for Bloodborne Pathogens

This policy implements the judicial branch mandate to establish a training, enforcement and monitoring system to comply with OSHA standards for handling blood borne pathogens and hazardous materials. The policy describes procedures for packaging, handling, and introducing exhibits, defines biological or potentially hazardous materials, and requires annual training of employees.

P 304 B – Smoking

This policy provides designations for areas where smoking is and is not permitted in and around Court buildings for the purpose of providing employees, clients, and visitors with a healthful environment.

P 304 C - HIV-related Disorders

This policy provides procedures for addressing personnel issues that arise in the context of employees or potential employees with HIV-related concerns.

P-304 D - Substance Abuse Testing

This policy expresses the Court's recognition of the benefits of establishing and maintaining a drug and alcohol-free workplace.

P 304 E - Drug-free workplace

This policy expresses the Court's recognition of the benefits of establishing and maintaining a drug and alcohol-free workplace.

The Court, in coordination with the County Risk Management/Safety Office, takes steps to identify, manage, and control physical stresses arising in or from the workplace that could impact the health and well being of those who work or conduct business in the courts.

Education of court employees and staff on topics including ergonomics, back protection, work- space design, and lighting is part of the industrial hygiene program.

The County's Hazard Communication Program seeks to provide accurate and pertinent information on hazardous chemicals in the work environment in order to enhance awareness and control the possibility of exposure.

XII. MOTOR FLEET SAFETY PROGRAM

The Court defers to and relies on the County's Motor Fleet Safety Program elements. According to Court policy, the privilege to operate a county vehicle is dependent upon meeting the County's requirements, which include the possession of a current and valid Arizona driver's license.

It is the policy of the County that no employee may operate a vehicle for which he or she does not have the appropriate driver's license classification.

The County also policies and standards that cover:

- Vehicle maintenance requirements
- Pre-trip vehicle inspections
- Driver's license requirements
- Passenger requirements
- Mechanical failure procedures
- Parking procedures
- Weather considerations
- Cargo requirements
- Vandalism avoidance and procedures
- Trailer usage
- Use of headsets and audio media
- Driving safety standards for:
 - Intersections
 - Backing
 - Collisions
 - Rear-end collisions
 - Passing
 - Being passed
 - Yielding to other vehicles
 - Turning
 - General driving
 - Accident procedures

- Breakdown procedures
- Disabled vehicle procedures
- Injury procedures under worker's compensation coverage

▪ **CONSTRUCTION SITE SAFETY AND SECURITY PROGRAM**

Safety and security program elements are integrated into all phases of construction per contract and in accordance with County construction site procedures.

Appendix – County Policy Reference

A1201 – Telecommunications
A1205 – Cellular Telephones
A1209 – Notification of Significant Employee Events
A1301 – Floor Wardens
A1302 – Evacuation of County Facilities
A1304 – Bomb or Arson Threats
A1305 – Nuclear, Natural, or Man-made Disasters
A1306 – Life, Safety, and Fire Protection Systems
A1408 – Virtual Office Policy
A1502 – Solicitation on County Premises
A1509 – Employee Suggestion Program
A1601 – Information Systems Policies
A1602 – Emergency Procurement Procedures
A1605 – Electronic Information Resource Security
A1608 – Electronic Mail
A1906 – Building Operations and Maintenance
A1909 – Parking Structure Usage
A1910 – Public Use of County Buildings
A1911 – Lock and Key Security
A1912 – Downtown Complex Security
A2102 – Records Retention
A2201 – Loss Control
A2202 – Private Vehicle Insurance Requirements
A2205 – Personal Property Liability
A2207 – Personal Protective Equipment
A2208 – Safety Procedures for Operating Equipment
A2209 – Occupational Health Nurse
A2210 – Employee Driving Records
A2211 – Safety Incentive Awards
A2212 – Department Safety Committees

A2213 – Reporting of Crimes on County Property
A2214 – Use of Electrical Appliances
A2217 – Wearing Headphones
A2219 – OSHA Record keeping Requirements
A2220 – Hearing Conservation
A2221 – Closing of County Services
A2222 – Risk Management Training Courses
A2224 – Control of Hazardous Energy Requirements
A2226 – Ergonomic Training and Work Analysis
A2227 – Chemical and Biological Hazardous Materials Committee
A2302 – Use of County Owned Vehicles
A2304 – Vehicle Accidents
A2305 – Vehicle and Equipment Replacement
A2308 – Seat Belt Usage
A2310 – Overnight Use of County Vehicles
A2324 – Use of Private Vehicle for County Business
A2325 – Personal Vehicle Loss/Damage Reimbursement